

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application No.: 10/024,966                      Patent No.: Not Yet Issued  
Filed: December 19, 2001                      Assignee: RightNow Technologies, Inc.  
Applicant: David Victor Sahagian  
Docket No.: 55564.10017  
Title: SYSTEM FOR AUTOMATED CONTROL AND REPORTING OF  
SALES PROCESSES

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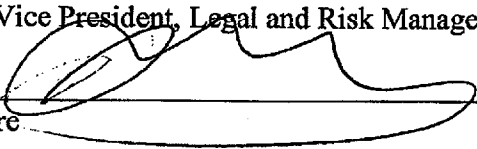
***Filed Via EFS-Web***  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**NOTIFICATION OF LOSS ENTITLEMENT TO SMALL ENTITY STATUS  
(37 C.F.R. § 1.27(g)(2))**

1. Applicant asserted small entity status in this application on December 19, 2001 by submission of a written assertion of small entity status under 37 C.F.R. § 1.27 (c)(1).
2. Applicant hereby notifies the Office, in accordance with the requirements of 37 C.F.R. § 1.27(g)(2), that it no longer has status as a small entity.
3. Signature is provided by the Assignee of record of the entire interest. Assignment was recorded in the USPTO at Reel 018909 and Frame 0147.
4. A Statement under 37 CFR 3.73(b) is also enclosed.

Date: 7-22-09

By: Alan Rassaby  
Title: Vice President, Legal and Risk Management

Signature: 

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